

PROCUREMENT NOTICE

State of Connecticut Department of Social Services and Department of Children and Families Intensive Transition Care Management Services Request for Qualifications ITCMS RFQ06022021

The Department of Social Services and the Department of Children and Families (the Departments) are requesting proposals from qualified providers to deliver intensive transition care management services to facilitate safe and timely discharges from acute psychiatric levels of care.

Intensive transition care management services will be deployed to expedite and facilitate the timely and safe transition of children from acute levels of care (emergency departments, inpatient hospital, psychiatric residential treatment facilities (PRTFs)) to the community. Services will commence upon the admission of a child into an acute level of care and will remain in place up to eight (8) weeks post discharge from an acute level of care. The intensive transition care manager will be responsible for facilitating a timely and successful discharge from an acute level of care and will remain with the child and his/her family while in the community to ensure the successful transition from acute care to the community. The care manager will be responsible for connecting the child to the clinically appropriate outpatient services, including extended day treatment and intensive outpatient treatment. This is a voluntary service to which the family must agree.

Target Population

- Children covered by Medicaid and who are in an acute level of care (emergency department, inpatient hospital, PRTF);
- Youth under the age of 18 with behavioral health, intellectual disability, or autism spectrum disorder; and

The Departments are working collaboratively with other payers to try to make this service available for children not enrolled in Medicaid.

The term of the contract shall be for two (2) years and is anticipated to begin on August 1, 2021 and continue through July, 31, 2023.

The request for qualifications (RFQ) is available in electronic format on the following websites:

- CTsource Bid Board: <https://portal.ct.gov/DAS/CTSource/BidBoard>
- Department of Social Services: <http://www.ct.gov/dss/rfp>
- Department of Children and Families: <http://www.ct.gov/dcf>

The Department of Social Services (DSS or Department) is the lead agency for this procurement. The DSS is an Equal Opportunity/Affirmative Action Employer. Deaf and hearing-impaired persons may use a TTY by calling 1-800-671-0737. The Department reserves the right to reject any and all proposals or cancel this procurement at any time if it is deemed in the best interest of the State of Connecticut.

Questions or requests for information must be directed to the Department's Official Contact.

Vidya Ganesan
State of Connecticut Department of Social Services
55 Farmington Avenue, Hartford, CT 06105
E-mail: DSS.Procurement@ct.gov

The deadline for submission of proposals is **June 30, 2021 2:00 p.m. Eastern Standard Time.**

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I. GENERAL INFORMATION

A. INTRODUCTION

- 1. RFQ Name and Number.** Intensive Transition Care Management Services Request for Qualifications (ITCMS RFQ06022021)
- 2. RFQ Summary.** This procurement is for delivery of intensive transition care management services to facilitate safe and timely discharges of children from acute psychiatric levels of care. The term of the contract shall be for two (2) years.
- 3. Commodity Codes.** The services that the Department wishes to procure through this RFQ are as follows:
 - 85000000: Healthcare Services
 - 80000000: Management and Business Professionals and Administrative Services

B. INSTRUCTIONS

- 1. Official Contact.** The Department has designated the individual below as the Official Contact for purposes of this RFQ. The Official Contact is the **only authorized contact** for this procurement and, as such, handles all related communications on behalf of the Department. Respondents, prospective respondents, and other interested parties are advised that any communication with any other Department employee(s) (including appointed officials) or personnel under contract to the Department about this RFQ is strictly prohibited. Respondents or prospective respondents who violate this instruction may risk disqualification from further consideration.

Name:	Vidya Ganesan
Address:	State of Connecticut Department of Social Services 55 Farmington Avenue, Hartford, CT 06105
E-Mail:	DSS.Procurement@ct.gov

Please ensure that e-mail screening software (if used) recognizes and accepts e-mails from the Official Contact.

- 2. Registering with State Contracting Portal.** Respondents must register with the State of CT contracting portal at <https://portal.ct.gov/DAS/CTSource/Registration> if not already registered.
- 3. RFQ Information.** The RFQ, amendments to the RFQ, and other information associated with this procurement are available in electronic format from the Official Contact or from the Internet at the following locations:
 - State Contracting Portal (go to CTsource bid board, filter by "Department of Social Services": <https://portal.ct.gov/DAS/CTSource/BidBoard>)
 - Department of Social Services: <http://www.ct.gov/dss/rfp>
 - Department of Children and Families: <http://www.ct.gov/DCF>

It is strongly recommended that any respondent or prospective respondent interested in this procurement check the CTsource Bid Board for any solicitation changes. Interested respondents may receive additional e-mails from CTsource announcing addendums that are posted on the portal. This service is provided as a courtesy to assist in monitoring activities associated with State procurements, including this RFQ.

- 4. Contract Awards.** The award of any contract pursuant to this RFQ is dependent upon the availability of funding to the Department. The Department anticipates the following:

- Number of Awards: Approximately 6
- Anticipated Contract Term: 2 Years, Starting August 1, 2021

5. Eligibility

- Enrolled Medicaid provider that is a
 - Licensed outpatient psychiatric clinic for children; or
 - DCF credentialed provider

- 6. Minimum Qualifications of Respondents.** To qualify for a contract award, a Respondent must have the following minimum qualifications:

- Must have completed and have a staff training protocol for providing services in a culturally and linguistically appropriate manner.
- Must have demonstrated expertise in providing children's behavioral health services, as evidenced by:
 - DCF license; or
 - DCF contract/certification;
- Must have completed and have a staff training protocol for providing trauma informed care.
- Must have a Diversity, Equity, and Inclusion plan that has measurable goals and milestones.

- 7. Procurement Schedule.** See below. Dates after the due date for proposals ("Proposals Due") are non-binding target dates only (*). The Department may amend the schedule as needed. Any change to non-target dates will be made by means of an amendment to this RFQ and will be posted on the State Contracting Portal and, if available, the Department's RFQ Web Page.

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|------------------------------------|-----------------------|
| ◦ RFQ Released: | June 2, 2021 |
| ◦ Deadline for Questions: | June 9, 2021 |
| ◦ (*) Answers Released: | June 16, 2021 |
| ◦ Proposals Due: | June 30, 2021 |
| ◦ (*) Respondent Selection: | July 20, 2021 |
| ◦ (*) Start of Contract: | August 1, 2021 |

- 8. Inquiry Procedures.** All questions regarding this RFQ or the Department's procurement process must be directed, in writing, to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline will be answered. However, the Department will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFQ or the procurement process will not be answered. At its discretion, the Department may or may not respond to questions received after the deadline. The Department may combine similar questions and give only one answer. All questions and answers will be compiled into a written addendum to this RFQ. If any answer to any question

constitutes a material change to the RFQ, the question and answer will be placed at the beginning of the addendum and duly noted as such. The agencies will release the answers to questions on the date established in the Procurement Schedule. The Department will publish any and all amendments and addenda to this RFQ on the State Contracting Portal and on the Departments' Web Pages. **Proposals must include a signed Addendum Acknowledgement, which will be placed at the end of any and all addenda to this RFQ.**

9. Proposal Due Date and Time.

The Official Contact is the only authorized recipient of proposals submitted in response to this RFQ. Proposals **must** be received by the Official Contact on or before the due date and time:

- **Due Date:** June 30, 2021
- **Time:** 2:00 p.m. Eastern Standard Time

The submission of the electronic copy of the proposal **must** be emailed to the Official Agency Contact for this RFQ to DSS.Procurement@ct.gov.

The subject line of the email **must** read: **ITCMS RFQ06022021**

Proposals received after the due date and time will be ineligible and will not be evaluated. The Department will send an official letter alerting late respondents of ineligibility.

THIS IS AN ELECTRONIC SUBMISSION. Please be aware of the amount of time it may take for an electronic submission to be sent from one server and accepted by another server. Each file sent to the official contact, shall not be larger than 35 MB per e-mail.

The electronic copies of the proposal shall be compatible with Microsoft Office Word except for the Budget and Budget Justification, which may be compatible with Microsoft Office Excel. Only the required Forms and attachments identified in Sections IV.B.8 and IV.E respectively, may be submitted in Portable Document Format (PDF) or similar file format.

The proposal **must** carry original signatures. Unsigned proposals will not be evaluated. The proposal must be complete, properly formatted and outlined, and ready for evaluation by the Evaluation Team.

10. Multiple Proposals. The submission of multiple proposals **is not** an option for this procurement.

11. Claim of Exemption from Disclosure. Respondents are advised that all materials associated with this request, procurement or contract are subject to the terms of the Freedom of Information Act, Conn. Gen. Stat. §§ 1-200 et seq. (FOIA). Although there are exemptions in the FOIA, they are permissive and not required. If a Respondent believes that certain information or documents or portions of documents required by this request, procurement, or contract is exempt from disclosure under the FOIA, the Respondent must mark such information or documents or portions of documents as EXEMPT. In Section IV of its submission, the Respondent must indicate the documents or pages where the information labeled EXEMPT is located in the proposal.

For information or documents so referenced, the Respondent must provide a detailed explanation of the basis for the claim of exemption. Specifically, the Respondent must cite to the FOIA exemption that it is asserting as the basis for claim that the marked material is exempt. In addition, the Respondent must apply the language of the statutory exemption to the information or documents or portions of documents that the Respondent is seeking to protect from disclosure. For example, if a Respondent marks a document as a trade secret, the Respondent must parse the definition in Section 1 210(b)(5)(A) and show how all of the factors are met. Notwithstanding this requirement, DSS shall ultimately decide whether such information or documents are exempt from disclosure under the FOIA.

12. Conflict of Interest - Disclosure Statement. Respondents must include a disclosure statement concerning any current business relationships (within the past three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the respondent and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a respondent tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. The Department will determine whether any disclosed conflict of interest poses a substantial advantage to the respondent over the competition, decreases the overall competitiveness of this procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a respondent must affirm such in the disclosure statement: “[name of respondent] has no current business relationship (within the past three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85.”

C. PROPOSAL FORMAT

- 1. Required Outline.** Proposals must follow the required outline presented in Section IV. Proposal Outline. Proposals that fail to follow the required outline will be deemed, at the discretion of the Department, non-responsive and not evaluated.
- 2. Cover Sheet.** The Cover Sheet is Page 1 of the proposal. Respondents must complete and use this [Cover-Sheet](#) link provided.
- 3. Table of Contents.** Proposals must include a Table of Contents that conforms to the outline presented in Section IV. Proposal Outline.
- 4. Executive Summary.** Proposals must include a high-level summary not exceeding one page. The executive summary should include a brief description of the organization and the experience the organization has in serving children with behavioral health conditions.
- 5. Attachments.** Attachments other than the required Appendices or Forms identified in Section IV.; Proposal Outline are not permitted and will not be evaluated. Further, the required Appendices or Forms must not be altered or used to extend, enhance, or replace any component required by this RFQ. Failure to abide by these instructions will result in disqualification.
- 6. Pagination.** The respondent’s name must be displayed in the header of each page. All pages, from the Cover Sheet through the required Appendices and Forms, must be numbered consecutively in the footer.

- 7. Style Requirements. THIS IS AN ELECTRONIC SUBMISSION.** Submitted proposals must conform to the following specifications:

Paper Size: 8½" x 11", "portrait" orientation. Optionally key graphics, diagrams and flow charts can use 11" x 17" in "landscape" orientation.

Print Style: 1 side

Font Size: Minimum of 11-point

Font Type: Arial or Tahoma

Margins: The margin of all pages shall be a minimum of one and one half inches (1½"); all other margins shall be one inch (1")

Line Spacing: Single-spaced

- 8. Pagination.** The Respondent's name must be displayed in the header of each page. All pages, from the Cover Sheet through the required Forms, must be numbered consecutively in the footer.

D. EVALUATION OF PROPOSALS

- 1. Evaluation Process.** It is the intent of the Department to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFQ. When evaluating proposals, negotiating with successful respondents, and offering the right to negotiate a contract, the Department will conform with its written procedures for POS procurements (pursuant to C.G.S. § 4-217) and the State's Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85).
- 2. Evaluation Team.** The Department will designate an Evaluation Team to evaluate proposals submitted in response to this RFQ. The contents of all submitted proposals, including any confidential information, will be shared with the Evaluation Team. Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. Attempts by any respondent (or representative of any respondent) to contact or influence any member of the Evaluation Team may result in disqualification of the respondent.
- 3. Minimum Submission Requirements.** All proposals must comply with the requirements specified in this RFQ. To be eligible for evaluation, proposals must (1) be received on or before the due date and time; (2) meet the Proposal Format requirements; (3) follow the required Proposal Outline; and (4) be complete. Proposals that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. The Department will reject any proposal that deviates significantly from the requirements of this RFQ.
- 4. Evaluation Criteria (and Weights).** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Evaluation Team will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals.
 1. Organization Qualifications
 2. Care Coordination Model and Experience
 3. Staffing and Supervision
 4. Linkages to Community Providers

5. Health Outcomes Reporting Capabilities

The criteria are weighted according to their relative importance. The weights of all requirements are confidential.

NOTE: The Department reserves the right to reject the proposal of any Respondent that is not financially viable based on the assessment of the annual financial statements.

- 5. Respondent Selection.** Upon completing its evaluation of proposals, the Evaluation Team will submit the rankings of all proposals to the Department heads. The final selection of a successful Respondent is at the discretion of the Department heads. Any Respondent selected will be so notified and offered an opportunity to negotiate a contract with the Department. Such negotiations may, but will not automatically, result in a contract. Pursuant to Governor M. Jodi Rell's Executive Order No. 3, any resulting contract will be posted on the State Contracting Portal. All unsuccessful Respondents will be notified by e-mail or U.S. mail, at the Department's discretion, about the outcome of the evaluation and Respondent selection process.
- 6. Debriefing.** Within ten (10) days of notification from the Department, any Respondent may contact the Official Contact and request a Debriefing of the procurement process and its proposal. If Respondents still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Department to discuss the procurement process. The Department shall schedule and conduct Debriefing meetings that have been properly requested, within fifteen (15) days of the Department's receipt of a request. The Debriefing meeting must not include or allow any comparisons of any proposals with other proposals, nor should the identity of the evaluators be released. The Debriefing process shall not be used to change, alter, or modify the outcome of a competitive procurement.
- 7. Appeal Process.** Any time after the submission due date, but not later than thirty (30) days after the Department notifies Respondents about the outcome of a competitive procurement, Respondents may submit an Appeal to the Department. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. Respondents may appeal any aspect of the Department's competitive procurement; however, such Appeal must be in writing and must set forth facts or evidence in sufficient and convincing detail for the Department's to determine whether during any aspect of the competitive procurement there was a failure to comply with the State's statutes, regulations, or standards concerning competitive procurement or the provisions of the RFQ. Any such Appeal must be submitted to the Department Agency Head with a copy to the Official Contact. The Respondent must include the basis for the Appeal and the remedy requested. The filing of an Appeal shall not be deemed sufficient reason for the Department to delay, suspend, cancel, or terminate the procurement process or execution of a contract.
- 8. Contest of Solicitation or Contract Offer.** Pursuant to Section 4e-36 of the Connecticut General Statutes, "Any bidder or proposer on a state contract may contest the solicitation or award of a contract to a subcommittee of the State Contracting Standards Board." More detailed information is available on the State Contracting Standards Board web site at <http://www.ct.gov/scsb/site/default.asp>.
- 9. Contract Execution.** Any contract developed and executed as a result of this RFQ is subject to the Department's contracting procedures, which may include approval by the Office of the Attorney General.

II. MANDATORY PROVISIONS

A. POS STANDARD CONTRACT, PARTS I AND II

By submitting a proposal in response to this RFQ, the Respondent implicitly agrees to comply with the provisions of Parts I and II of the State's "standard contract" for POS:

Part I of the standard contract is maintained by the Department and will include the scope of services, contract performance, quality assurance, reports, terms of payment, budget, and other program-specific provisions of any resulting POS contract. A sample of Part I is available from the Department's Official Contact upon request.

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the POS contract. Part II is available on OPM's website at: http://www.ct.gov/opm/fin/standard_contract

Note:

Included in Part II of the standard contract is the State Elections Enforcement Commission's notice (pursuant to C.G.S. § 9-612(g)(2)) advising executive branch State contractors and prospective State contractors of the ban on campaign contributions and solicitations. If a Respondent is awarded an opportunity to negotiate a contract with the Department and the resulting contract has an anticipated value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts has an anticipated value of \$100,000 or more, the Respondent must inform the Respondent's principals of the contents of the SEEC notice.

Part I of the standard contract may be amended by means of a written instrument signed by the Department, the selected Respondent (contractor), and, if required, the Attorney General's Office. Part II of the standard contract may be amended only in consultation with, and with the approval of, the Office of Policy and Management and the Attorney General's Office.

B. ASSURANCES

By submitting a proposal in response to this RFQ, a Respondent implicitly gives the following assurances:

- 1. Collusion.** The Respondent represents and warrants that the Respondent did not participate in any part of the RFQ development process and had no knowledge of the specific contents of the RFQ prior to its issuance. The Respondent further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the Respondent's proposal. The Respondent also represents and warrants that the submitted proposal is in all respects fair and is made without collusion or fraud.
- 2. State Officials and Employees.** The Respondent certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFQ. The Department may terminate a resulting contract if it is determined that gratuities of any kind were either offered or

received by any of the aforementioned officials or employees from the Respondent, contractor, or its agents or employees.

- 3. Competitors.** The Respondent assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFQ. No attempt has been made, or will be made, by the Respondent to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The Respondent further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the Respondent knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.
- 4. Validity of Proposal.** The Respondent certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFQ and any amendments or attachments hereto. The proposal shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Department may include the proposal, by reference or otherwise, into any contract with the successful Respondent.
- 5. Press Releases.** The Respondent agrees to obtain prior written consent and approval of the Department for press releases that relate in any manner to this RFQ or any resultant contract.

C. TERMS AND CONDITIONS

By submitting a proposal in response to this RFQ, a Respondent implicitly agrees to comply with the following terms and conditions:

- 1. Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.
- 2. Preparation Expenses.** Neither the State nor the Department shall assume any liability for expenses incurred by a Respondent in preparing, submitting, or clarifying any proposal submitted in response to this RFQ.
- 3. Exclusion of Taxes.** The Department is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Respondents are liable for any other applicable taxes.
- 4. Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.
- 5. Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, the Department may request and authorize Respondents to submit written clarification of their proposals, in a manner or format prescribed by the Department, and at the Respondent's expense.

- 6. Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by the Department. The Department may ask a Respondent to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Department. At its sole discretion, the Department may limit the number of Respondents invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per Respondent.
- 7. Presentation of Supporting Evidence.** If requested by the Department, a Respondent must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFQ. The Department may make onsite visits to an operational facility or facilities of a Respondent to evaluate further the Respondent's capability to perform the duties required by this RFQ. At its discretion, the Department may also check or contact any reference provided by the Respondent.
- 8. RFQ Is Not An Offer.** Neither this RFQ nor any subsequent discussions shall give rise to any commitment on the part of the State or the Department or confer any rights on any Respondent unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the Respondent and the Department and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for costs incurred by the Respondent or for payment of services under the terms of the contract until the successful Respondent is notified that the contract has been accepted and approved by the Department and, if required, by the Attorney General's Office.

D. RIGHTS RESERVED TO THE STATE

By submitting a proposal in response to this RFQ, a Respondent implicitly accepts that the following rights are reserved to the State:

- 1. Timing Sequence.** The timing and sequence of events associated with this RFQ shall ultimately be determined by the Department.
- 2. Amending or Canceling RFQ.** The Department reserves the right to amend or cancel this RFQ on any date and at any time, if the Department deems it to be necessary, appropriate, or otherwise in the best interests of the State.
- 3. No Acceptable Proposals.** In the event that no acceptable proposals are submitted in response to this RFQ, the Department may reopen the procurement process, if it is determined to be in the best interests of the State.
- 4. Award and Rejection of Proposals.** The Department reserves the right to award in part, to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFQ. The Department may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Department reserves the right to reject the proposal of any Respondent who submits a proposal after the submission date and time.

- 5. Sole Property of the State.** All proposals submitted in response to this RFQ are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFQ shall be the sole property of the State, unless stated otherwise in this RFQ or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.
- 6. Contract Negotiation.** The Department reserves the right to negotiate or contract for all or any portion of the services contained in this RFQ. The Department further reserves the right to contract with one or more Respondent for such services. After reviewing the scored criteria, the Department may seek Best and Final Offers (BFO) on cost from Respondents. The Department may set parameters on any BFOs received.
- 7. Clerical Errors in Award.** The Department reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the awarding of a contract already made to a Respondent and subsequently awarding the contract to another Respondent. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial Respondent is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the Respondent.
- 8. Key Personnel.** When the Department is the sole funder of a purchased service, the Department reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. The Department also reserves the right to approve replacements for key personnel who have terminated employment. The Department further reserves the right to require the removal and replacement of any of the Respondent's key personnel who do not perform adequately, regardless of whether they were previously approved by the Department.

E. STATUTORY AND REGULATORY COMPLIANCE

By submitting a proposal in response to this RFQ, the Respondent implicitly agrees to comply with all applicable State and federal laws and regulations, including, but not limited to, the following:

- 1. Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Respondents are generally advised not to include in their proposals any confidential information. If the Respondent indicates that certain documentation, as required by this RFQ, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The Respondent has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a Respondent may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.

- 2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to insure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.
- 3. Consulting Agreements, C.G.S. § 4a-81.** Proposals for State contracts with a value of \$50,000 or more in a calendar or fiscal year, excluding leases and licensing agreements of any value, shall include a consulting agreement affidavit attesting to whether any consulting agreement has been entered into in connection with the proposal. As used herein "consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information or (C) any other similar activity related to such contract. Consulting agreement does not include any agreements entered into with a consultant who is registered under the provisions of C.G.S. Chapter 10 as of the date such affidavit is submitted in accordance with the provisions of C.G.S. § 4a-81. The Consulting Agreement Affidavit (OPM Ethics Form 5) is available on OPM's website at http://www.ct.gov/opm/fin/ethics_forms
IMPORTANT NOTE: A Respondent must complete and submit OPM Ethics Form 5 to the Department with the proposal.
- 4. Gift and Campaign Contributions, C.G.S. §§ 4-250 and 4-252(c); Governor M. Jodi Rell's Executive Orders No. 1, Para. 8 and No. 7C, Para. 10; C.G.S. § 9-612(g)(2).** If a Respondent is awarded an opportunity to negotiate a contract with an anticipated value of \$50,000 or more in a calendar or fiscal year, the Respondent must fully disclose any gifts or lawful contributions made to campaigns of candidates for statewide public office or the General Assembly. Municipalities and CT State agencies are exempt from this requirement. The gift and campaign contributions certification (OPM Ethics Form 1) is available on OPM's website at http://www.ct.gov/opm/fin/ethics_forms
IMPORTANT NOTE: The successful Respondent must complete and submit OPM Ethics Form 1 to the Department prior to contract execution.
- 5. Nondiscrimination Certification , C.G.S. §§ 4a-60(a)(1) and 4a-60a(a)(1).** If a Respondent is awarded an opportunity to negotiate a contract, the Respondent must provide the Department with *written representation* or *documentation* that certifies the Respondent complies with the State's nondiscrimination agreements and warranties. A nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and CT State agencies are exempt from this requirement. The nondiscrimination certification forms are available on OPM's website at http://www.ct.gov/opm/fin/nondiscrim_forms
IMPORTANT NOTE: The successful Respondent must complete and submit the appropriate nondiscrimination certification form to the awarding Department prior to contract execution.

III. SCOPE OF SERVICES

A. PROGRAM OVERVIEW

Connecticut is currently experiencing a very high number of youth in need of acute psychiatric services. Intensive transition services to children and their families, by qualified providers, can ensure efficient and successful discharges from acute levels of care to the community.

Intensive transition care management services will be deployed to expedite and facilitate the timely and safe transition of children from acute levels of care (emergency departments, inpatient hospital, psychiatric residential treatment facilities (PRTFs)) to the community. Services will commence upon the admission of a child into an acute level of care and will remain in place up to eight (8) weeks post discharge from an acute level of care. The intensive transition care manager will be responsible for facilitating a timely and successful discharge from an acute level of care and will remain with the child and his/her family while in the community to ensure the successful transition from acute care to the community. The care manager will be responsible for connecting the child to the clinically appropriate outpatient services, including extended day treatment and intensive outpatient treatment. This is a voluntary service to which the family must agree.

Target Population

- Children covered by Medicaid and who are in an acute level of care (emergency department, inpatient hospital, PRTF);
- Youth under the age of 18 with behavioral health, intellectual disability, or autism spectrum disorder; and
- The Departments are working collaboratively with other payers to try to make this service available for children not enrolled in Medicaid.

Services

Specific services to be provided include, but are not limited to, the following:

- Proactive and daily communication with the acute care facility (hospital or PRTF) to facilitate the rapid and safe disposition of the child;
- Daily communication with the family and accepting treatment level of care;
- Communication to prepare the connection to a community-based prescriber, if applicable;
- Ongoing and frequent communication with all treatment providers to promote and encourage successful engagement in the next lower level of care;
- Ongoing communication with the school district, if applicable;
- Home visits to evaluate and promote the stability of the child in the family unit after the acute episode of care;
- Data collection and reporting from treatment provider, family, and child, when appropriate, on the experience of the service system for the child;
- Support in data collection and reporting from the state agencies or their agent in evaluating the outcomes of the program, including data collection to analyze health disparities.

Qualified Providers

- Enrolled Medicaid provider that is a
 - Licensed outpatient psychiatric clinic for children; or
 - DCF credentialed provider

Additional provider requirements:

- Must be able to provide culturally and linguistically appropriate services;
- Must have expertise in working with children with complex behavioral health conditions, intellectual disability, and autism spectrum disorder;
- Must provide trauma-informed care coordination;
- Must be able to collect, report and support the analysis of health equity outcomes;
- Must have excellent working relationships with other healthcare providers to facilitate referrals.

Funding

This service is supported/funded by the Department of Social Services for two years. The Department of Social Services (DSS) will collect data on specific outcome measures to determine if this service should be covered by Medicaid in the future.

Payment/Rate Methodology:

The Departments are seeking to secure approximately twelve (12) intensive transition care managers across the state. Each team should be comprised of the following staff:

- Licensed Supervisor. Each intensive transition care manager must receive at least one(1) hour of direct supervision from an independently licensed behavioral health professional
- Licensed or Master's Level Intensive Transition Care Manager

Respondents are encouraged to propose teams of not less than two (2) intensive transition care managers and the corresponding clinical supervision hours.

Providers will be required to submit weekly billing codes to the Medicaid Management Information System (MMIS) for each member served. Minimum face-to-face, home visits, telephone outreach and communication with treating providers will be established by the Departments.

Services will be authorized by the behavioral health administrative services organization on a two (2) weeks basis for up to eight (8) weeks post discharge. Services will begin while the child is in an acute level of care so the resulting length of stay may exceed eight (8) weeks.

The average caseload for each care manager should not exceed ten (10) children at any given time.

Outcome and Performance Measures

The following outcome and performance measures will be used to evaluate each provider and the program to determine if this service should be covered by Medicaid:

- Effective transition from acute levels of care to lower levels of care
 - Average length of stay for each acute level of care
 - Timeliness between first engagement to safe discharge
 - Readmission to same or higher level of care
 - Timely access to a prescriber
 - Successful engagement and retention in each lower level of care
 - Family stability
 - Family and member experience
 - Follow up after emergency department and/or hospitalization (connect to care from acute care to a lower level of care)
- Target Population**
- Children covered by Medicaid and who are in an acute level of care (emergency department, inpatient hospital, PRTF);

- Youth under the age of 18 with behavioral health, intellectual disability, or autism spectrum disorder; and
- The Departments are working collaboratively with other payers to try to make this service available for children not enrolled in Medicaid.

Geographic Area/Distribution

Proposals must articulate the geographic area that will be covered by the Intensive Transition Services.

IV. PROPOSAL OUTLINE

A. INTRODUCTION

This section presents the required outline that must be followed when submitting a proposal in response to this RFQ. Proposals must include a Table of Contents that exactly conforms with the required proposal outline (below). Proposals must include all the components listed below, in the order specified, using the prescribed lettering and numbering scheme. Incomplete or non-compliant proposals will not be evaluated.

In some response sections, the Department specifies a maximum number of pages for a response. The Department believes that this is a reasonable maximum number of pages and is intended to ensure that the response is focused on the requirements of this specific RFQ. The stated maximum number of pages should not be used as a target or used to infer the relative importance of one section over another.

The proposal must be organized as specified below:

B. ADMINISTRATIVE REQUIREMENTS

The respondent must complete and submit the specified documents and forms in the same order in which they appear in this Section IV. B. Administrative Requirements.

B.1 [Cover-Sheet](#)

See RFQ Section I.C.2 for information.

B.2 [Table of Contents](#)

See RFQ Section I.C.3 for information

B.3 [Claim of Exemption from Disclosure](#)

See RFQ Section I.B.11 for information.

B.4 [Conflict of Interest - Disclosure Statement](#)

See RFQ Section I.B.12 for information.

B.5 [Executive Summary](#)

See RFQ Section I.C.4 for information.

B.6 [Terms and Conditions Declaration](#)

The respondent should state that they can comply and are willing to enter into an agreement under the Terms and Conditions referenced by this RFQ.

Any proposed changes to the Terms and Conditions must be specific and described here for them to be considered during contract negotiations. The State will not accept broad or open-ended statements. It should be noted that if the State determines the proposed changes to be material, it can deem a proposal to be non-compliant and therefore not evaluate it further.

B.7 Minimum Qualifications

The purpose of this subsection is to validate that the respondent meets the minimum criteria as per Section I.B.6. The respondent should list each requirement from Section I. B. 6 and attest their compliance or otherwise and then provide the Department with appropriate supporting documentation.

B.8 Forms

- [Certification Regarding Lobbying](#)
- [Nondiscrimination Certification](#)
- [Gift and Campaign Contributions \(OPM Ethics Form 1\)](#)
- [Consulting Agreement Affidavit \(OPM Ethics Form 5\)](#)
- [Notification to Bidders/Contract Compliance Monitoring Form](#)
- [Addendum Acknowledgement\(s\)](#)

An addendum acknowledgement form is included with each posted addendum.

C. TECHNICAL PROPOSAL

C.1. Organization Qualifications. Provide a general overview of your organization and its qualifications to provide the scope of services as described in Section III. Scope of Services of this RFQ. Your response should also include the following:

- i. Purpose, Mission, and Vision
- ii. Entity Type and Years in Operation
- iii. Years enrolled as a Medicaid provider and/or as a DCF credentialed provider
- iv. Location(s) – include only those applicable to this RFQ. Specify the geographic area(s) – towns and counties - that will be covered by the Intensive Transition Services.
- v. Accreditation, Certification, and/or Licensure held by the organization
- vi. Range of services provided by the organization

C.2. Care Coordination Model and Experience. Discuss your expertise in delivering direct care coordination to children with behavioral health conditions. Also, describe your care coordination processes for the following:

- i. providing trauma informed care coordination.
- ii. providing care coordination to children with complex behavioral health conditions, intellectual disability, and autism spectrum disorder.

C.3. Staffing and Supervision. Describe your staffing proposal and capacity to provide culturally and linguistically appropriate services. Provide details on the following:

- i. Staff Recruitment and Retention

- ii. Qualifications and experience of proposed staff for Intensive Transition Care Manager and Supervisor positions. Provide Job Descriptions and resumes as Attachment E.1.
- iii. Experience in supervising direct care coordination staff to achieve measurable outcomes for children with behavioral health conditions

C.4. Linkages to Community Providers. Discuss your expertise and experience in developing relationships with healthcare providers with the goal of implementing more effective referral pathways.

C.5. Health Outcomes Reporting Capabilities. Discuss your experience in tracking and reporting on healthcare outcome measures. In particular, describe your ability to collect, report and support the analysis of health equity outcomes.

D. FINANCIAL PROFILE

Provide as Attachment E.2 audited financial statements for each of the last two (2) fiscal years including any audit findings and management letter/agency response. If audited financial statements for each of the last two (2) fiscal years are not available, the Respondent shall provide comparable statements that will document the financial stability of the Respondent and include an explanation of the submission of documents other than audited financial statements. The Department reserves the right to reject the proposal of any Respondent that is not financially viable based on the assessment of the annual financial statements.

E. ATTACHMENTS

Attachments other than the required attachments identified below are not permitted and will not be evaluated. The required attachments must not be altered or used to extend, enhance, or replace any component required by this RFQ. Failure to abide by these instructions may result in disqualification.

E.1 Job Descriptions and resumes for the following positions:

- i. Intensive Transition Care Manager,
- ii. Supervisor of Intensive Transition Care Manager

E.2. Audited Financial Statements for most recent two (2) fiscal years.